

**Iowa Civil Rights Commission
Agency Performance Plan and Action Plan
FY 2013**

**AGENCY PERFORMANCE PLAN
FY 2013**

Name of Agency: Iowa Civil Rights Commission			
Agency Mission: The mission of the Iowa Civil Rights Commission is to end discrimination in the State of Iowa through enforcement of the Iowa Civil Rights Act.			
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: <i>Adjudication/dispute resolution/enforcement/investigation</i>	1. Average number of days to complete cases closed by ICRC	1. 85% of all non-housing complaints processed through investigations in less than 300 days/case	Goal #1: Parties appearing before the ICRC receive timely, quality resolutions.
	2. Per cent of cases accepted for reimbursement by federal agencies	2. 98% of the cases submitted to federal agencies for reimbursement are accepted	Goal #2: Eliminate non-housing investigative backlog thereby increasing number of cases accepted for reimbursement by federal agencies
Desired Outcome(s):			
People involved in civil rights complaints receive timely, quality resolutions.			
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Responding to/resolving complaints of discrimination through enforcement, mediation, and investigation Org# 2000, 2200, 2500	1. Percent of cases screened in less than 120 days from date of filing.	1. 80%	
	2. Percentage of cases mediated in less than 30 days from date of screen in decision	2. 80%	See Action Plan

	3. Percent of cases investigated in less than 60 days from date of assignment to investigator.	3. 85%	See Action Plan
	4. Eliminate cases in non-housing investigative backlog	4. Eliminate backlog entirely in FY13	See Action Plan
	5. Reduce average age of cases in non-housing investigations	5. Reduce average age of cases to less than 300 days before end of FY13.	See Action Plan

ACTION PLAN

Strategic Goal or Performance Target: Parties appearing before the ICRC receive timely, quality resolutions - Cases screened are screened in less than 120 days after filing

Performance Measure: Percent of cases screened in less than 120 days from date of filing is 80% or greater

Strategy/Recommended Action Completion of screening process in less than 120 days from date of filing

Division/Work Unit Responsible: Screening Team

Other Units Involved: Intake, Administrative Support

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
If screening cases get between 120-140 days old, assign additional staff to help reduce to 120 days	Screening Team, other staff	Immediately and ongoing	Current staff	Completed/ongoing

ACTION PLAN

Strategic Goal or Performance Target: Parties appearing before the ICRC receive timely, quality resolutions - Percentage of cases mediated in less than 30 days from date of screen in decision

Performance Measure: Percent of cases mediated in less than 30 days from date of screen in decision is 80% or greater

Strategy/Recommended Action Coordination of mediation services available to parties

Division/Work Unit Responsible: Mediation Coordinator

Other Units Involved: Compliance

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. Input data in database and send out mediation letters within 7 days of receipt of case in the mediation unit	Mediation Coordinator	Immediately and ongoing	Current coordinator	Completed/ongoing
2. After 7 days of sending letters, mediation coordinator will call both parties (R or Rep first) to determine interest.	Mediation Coordinator	Immediately and ongoing	Current coordinator	Completed/ongoing
3. If either party not interested, call other party. If can't reach C, send letter. Case will move to investigative unit within 2 days.	Mediation Coordinator	Immediately and ongoing	Current coordinator	Completed/ongoing
4. If both parties are interested in mediation, coordinate date with parties and find volunteer mediator to be held within next 30 days	Mediation Coordinator	Immediately and ongoing	Current coordinator	Completed/ongoing
5. If an agreement is reached, case closed within 30 days of date of mediation.	Mediation Coordinator	Ongoing	Current coordinator	Completed/ongoing
6. If needed, compliance monitored for time period established by agreement.	Mediation Coordinator	Ongoing	Current coordinator	Completed/ongoing

ACTION PLAN

Strategic Goal or Performance Target: Parties appearing before the ICRC receive timely, quality resolutions - All cases investigated are investigated in less than 60 days from date of assignment to an investigator

Performance Measure: Percent of cases investigated in 60 days or less from date of assignment to an investigator is 85% or greater

Strategy/Recommended Action Completion of investigation in less than 60 days from the date of assignment to an investigator

Division/Work Unit Responsible: Investigation Team ***Other Units Involved:***

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. Contact parties within two days from the date of assignment. Allow 2 weeks for document requests. After that time, use subpoena.	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
2. Inquire if both parties whether there is interest in settlement.	Investigator	Immediately and ongoing	Current staff	Completed/ongoing
3. Complete four investigations per month.	Investigator	Immediately and ongoing	Current staff	Completed/ongoing

ACTION PLAN

Strategic Goal or Performance Target: Parties appearing before the ICRC receive timely, quality resolutions - Eliminate cases in non-housing investigative backlog thereby reducing average age of cases investigated by ICRC

Performance Measure: Eliminate backlog of non-housing cases in backlog in FY13

Strategy/Recommended Action Completion of investigation in less than 60 days from the date of assignment to an investigator

Division/Work Unit Responsible: Investigation Team **Other Units Involved:**

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. Increase number of investigators	Investigative/ICRC management	Immediately and ongoing	Current staff	Ongoing
2. 85% of investigations completed within 60 days of assignment to investigator	Investigative Team	Immediately and ongoing	Current staff	Ongoing
3. Increase number of Civil Rights Specialists assigned to investigate non-housing cases by 2	ICRC Management	January 2013	Current staff	March 2012

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Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: <i>Provide quality training as resources permit.</i>	\$ in reimbursement for training provided	\$15,000 for training reimbursement	Goal #2: Governmental employees are properly trained in issues related to civil rights.
Desired Outcome(s):			
Governmental employees are properly trained in issues related to civil rights.			
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Providing training on issues related to civil rights to government agencies	75% of customers rating presentations satisfactory or better	75%	See Action Plan

ACTION PLAN

Strategic Goal or Performance Target: Governmental employees are properly trained in issues related to civil rights.

Performance Measure: 75% of customers rating presentations satisfactory or better

Strategy/Recommended Action: Effective and useful educational presentation

Division/Work Unit Responsible: Educational Resource Team **Other Units Involved:** Administrative/Fiscal Division

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. All presentations are available in Powerpoint and hardcopy (alternative formats are available upon request)	Training	Immediately and ongoing	Current Staff	Completed/ongoing
2. Determine specific customer needs and adapt presentations and feedback methodology to those needs for style and format	Training	Immediately and ongoing	Current staff	Completed/ongoing
3. Review feedback and make appropriate adjustments in a timely fashion	Training	Immediately and ongoing	Current staff	Completed/ongoing
4. Use current technology to enhance effectiveness of presentations	Training	Immediately and ongoing	Current staff	Ongoing

ACTION PLAN

Strategic Goal or Performance Target: Governmental employees are properly trained in issues related to civil rights.

Performance Measure: 75% of customers rating materials satisfactory or better

Strategy/Recommended Action: Effective and useful educational materials

Division/Work Unit Responsible: Educational Resources Team **Other Units Involved:** Administrative/Fiscal Division

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. Have sufficient resources to ensure the materials are current, accurate, and the best possible	Training	Immediately and ongoing	Current staff	Ongoing
2. Make sure materials are available in alternative formats	Training	Immediately and ongoing	Current staff	Completed/ongoing
3. Review all materials periodically to determine accuracy and appropriateness	Training	Immediately and ongoing	Current staff	Completed/ongoing

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Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: <i>Resource Management</i>	Number of audit exceptions contained in annual audit	No more than 2	All goals
Desired Outcome(s):			
The Iowa Civil Rights Commission manages the resources of the agency in an efficient, effective manner.			
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Payment of claims Org# 2000 and 2200	1. Percent of claims in substantial compliance with Finance rules and regulations	1. 98%	See Action Plan

ACTION PLAN

Strategic Goal or Performance Target: The Iowa Civil Rights Commission manages the resources of the agency in an efficient, effective manner.

Performance Measure: Percent of claims in substantial compliance with Finance rules and regulations

Strategy/Recommended Action: 98% of all claims are in substantial compliance

Division/Work Unit Responsible: Administrative Division **Other Units Involved:** Others as needed

Action Steps	Person/Unit Responsible	Timeline	Resources	Date Completed
1. Use on-line accounting manual from original data entry through third level of approval.	Financial Manager	Immediately and ongoing	Current staff	Completed/ongoing
2. Keep current with changes in procedures as they occur.	Financial Manager	Immediately and ongoing	Current staff	Completed/ongoing